

Inspection report for Children's Home

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Inspector	Monica Hargreaves
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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

This home is a three bedroom, semi-detached house with gardens at the front and rear. There is a lounge, kitchen, dining room and three upstairs bedrooms and a bathroom with a separate toilet. The home is situated on a main road and there are nearby links to public transport. The purpose of the home is to offer long-term care for two young people.

There were two young people living at the home at the time of this visit.

Summary

The overall quality rating is outstanding.

This is an overview of what the inspector found during the inspection.

This was an unannounced interim inspection that was arranged to consider how well the home promotes and safeguards young people's welfare. All key standards in the outcome area of staying safe were assessed.

The service continues to provide an excellent standard of care to young people. There are highly effective policies and procedures and very good care practices in the home. These ensure that young people are protected and cared for safely. Staffing levels are very good which means that staff are able to provide appropriate levels of supervision to young people. Staff are well trained and competent. They have an excellent understanding of the specific needs and vulnerabilities of the young people they look after which enables them to put in place appropriate plans to support and protect them. Staff develop very positive relationships with young people and encourage them to behave in a positive and socially acceptable way. Difficult or challenging behaviour is managed very well and with the lowest level of intervention needed to protect young people and staff themselves. There are robust systems for vetting staff and visitors which protect young people. Staff make sure that the environment is kept safe.

No actions or recommendations have been made as a result of this inspection.

Improvements since the last inspection

No actions or recommendations were made at the last inspection.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

The organisation has excellent safeguarding systems which ensure that young people are protected and their welfare is promoted. Staff have developed an excellent knowledge of the individual needs and vulnerabilities of the young people in their care and they work in close collaboration with other agencies to ensure that young people are protected and kept safe. Staff training in safeguarding issues is done during their induction to the home and is regularly refreshed to ensure that their knowledge and skills are kept up to date. There is a clear procedure for staff to follow in the event of any allegation or suspicion of abuse.

There are very good arrangements in place to ensure young people's privacy is respected. Young people have single bedrooms that they can lock to protect their privacy. Staff always knock on bedroom doors before entering. Information about young people's care is recorded and stored appropriately to maintain good levels of confidentiality.

Complaints are managed through a robust procedure which ensures that all issues that are raised are responded to promptly and investigated thoroughly. Young people are given information about the procedure when they arrive at the home so that they know how to make a formal complaint if they need to. There have been no complaints at all since the last inspection.

Bullying is not an issue between the young people living in the home at present. However the service has sound systems in place to protect young people. There is a clear anti-bullying policy in place and staff are trained in relation to this during their induction to the home. Excellent staffing levels mean that young people are appropriately supervised which also offers them protection from the risk of bullying.

There is a robust protocol for managing unauthorised absences that is agreed with the police. This requires staff to search for any young person who leaves the home without their knowledge and to report them as missing to the relevant authorities, in accordance with individually agreed risk assessments and support plans. There is strong evidence of the excellent communication that takes place between the home, the police, social workers and other agencies in order to promote the safe return of young people if they are missing from the home.

Staff have excellent relationships with young people and demonstrate a strong commitment to helping them to achieve good outcomes. They provide positive role models and consistent, firm and fair boundaries for young people to help them to

learn to manage risk in their own lives and to develop behaviour that is appropriate and socially acceptable. Staff are trained to respond positively to behaviour that is difficult or challenging, which includes training in the use of physical restraint. Records show that since the last inspection there has been only one incident that has resulted in physical intervention. This indicates that young people respond well to the way they are cared for.

Young people benefit from living in a home is kept safe. Staff are trained in health and safety matters and fire evacuation procedures which means that they have a good knowledge of how to keep the home and young people safe. Fire, electrical and gas equipment is checked and serviced to make sure that it is safe and in good order. Comprehensive risk assessments are undertaken on every aspect of care and safety in the home so that potential hazards are identified. Risk assessments are regularly reviewed and updated so that risk management plans remain appropriate to the changing needs of young people in the home. Young people are involved in routine evacuation drills to enable them to understand what to do in an emergency.

All staff are vetted and assessed as suitable before they start work in the home. The identity of visitors is checked and their whereabouts in the home are monitored. These robust systems promote the welfare of young people as they protect them from unauthorised individuals gaining access to the home.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is not judged.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.